

What the Data Reporting Framework (DRF) is and what it does

GambleAware's role is to reduce gambling related harms across the UK by contributing to related knowledge and understanding through research and prevention, in addition to commissioning quality treatment services.

To do this, they look at how many people use services in England, Scotland and Wales and how well these services help

people with their gambling problems. To ensure that everyone receives the best treatment possible, all treatment providers across the National Gambling Treatment Service (NGTS) provide anonymous information about the people who they treat, through the DRF. This data is used to inform quality delivery; as well as contributing to research that informs commissioning.

What does the DRF collect?

When you meet with a treatment provider, they ask questions about you and keep a record of the treatment you receive. This will include, but not be limited to, your history, your gambling behaviour and its consequences. This is your personal information, and it is recorded to make sure you get the best help possible. Some of this information is submitted to the DRF data set.

Sometimes you may be seen by more than one agency within the National Gambling Treatment Service (NGTS). Consequently, to avoid duplication of reporting, DRF may link anonymised information from between the agencies from whom you may have received treatment.

Who is this shared with?

With your permission, some of the information collected by treatment providers is shared anonymously with ViewItUK; who conduct independent analysis of output and outcome data.

Summary information from DRF is used alongside data from government agencies, so that they can monitor the impact of policies and plan services.



How is your information protected?

Information shared by treatment providers to the DRF system is anonymised at source. Your name and address are **NOT** passed on to the DRF reporting structure. Some details (e.g. your initials and your month and year of birth) are used to

minimise the risk of you being counted twice but these are not seen by any third-party organisations.

At **NO** point is any identifiable data shared with external agencies.

Your information and your rights

At all times, collection and use of your data has to comply with the requirements of the **Data Protection Act 1998 and the General Data Protection Regulation 2018**.

All information you give is confidential, unless there is an obligation to pass it

on where national security or criminal activity is involved, where the information is likely to cause damage or distress to another person, where there are safeguarding or child protection concerns or where someone is at immediate risk to themselves or others.

Treatment services keep your information; together with details of your care, because it may be needed if you require further support in the future.

- You have the right to apply for access to any records kept about your care, support, and treatment (Subject Access Request).
- You have a right to request that your records are deleted at any time, this is reviewed on a case by case basis. Where it is deemed there is a 'legitimate interest' in keeping your records in line with legislation you have the right to be notified if your request may be denied.
- Sometimes services may need to share certain information (for example on the outcome of your referral) with other treatment services involved in your care, and as part of your continuous treatment journey. When this is required, we will ask for your permission to share the information that is necessary to your care, treatment, and support.
- If you do not provide consent for your information, together with details of your care, to be shared, this may impact on your ability to access treatment.

The sharing of sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to:

- only use the information for the purposes you have agreed to,
- keep the information strictly confidential.